Council on Technology Services

Minutes
March 8, 2006
Virginia Economic Development Authority
901 E. Byrd St., 20th Floor
Richmond, Virginia

Members Present

Lemuel C. Stewart, Jr., Chairman (VITA)
Jerome P. Allgeier (VDACS)
L. Farley Beaton (VRS)
Jeanne H. Branch (DPOR)
David W. Burhop (DMV)
James E. Burns, M.D., M.B.A. (VDH)
The Honorable Aneesh P. Chopra (SoTech)

Dania Karloff (Chesapeake)
Virgil E. Kopf, Ph.D., PMP (DGIF)
Francis X. Moore, III, Ph.D. (Longwood)
Darlene H. Quackenbush (JMU)
Robert L. Smith (SCV)
John Taylor (DOC)
Mark D. Willis (VCU)

Members Absent

Bethann H. Canada (DOE)
Jan B. Fatouros (DGS)
Linda Foster (TAX)
M. Elaine Carver (Roanoke)

David J. Molchany (Fairfax)
Shirley C. Payne (UVA)
William E. Wilson (DLAS)

Others Present

Tim Bass (SoTech)
Jenny Hunter (VITA)
Lynn Dubard (Virginia.gov)

Jana Jackson (COVITS 2006)
Scott Somerhalder (Virginia.gov)

Call to Order

Chairman Lemuel C. Stewart, Jr., Chief Information Officer (CIO) of the Commonwealth, called the meeting of the Council on Technology Services (COTS) to order at 2:03 p.m. He thanked the Virginia Economic Development Partnership for hosting the meeting. He welcomed four new COTS members, including Secretary of Technology Aneesh Chopra; Linda Foster, Acting CIO for the Department of Taxation who replaces Farley Beaton; John Taylor, Chief Technology Officer for the Department of Corrections who replaces Vicki Gephart; and Farley Beaton, Chief Technology Officer for the Virginia Retirement System, who replaces Tim Bass, who was promoted to Deputy Secretary of Technology.

Jenny Hunter announced that Lem Stewart was named one of the nation's Top 25 Doers, Dreamers and Drivers for 2006 by *Government Technology*, citing his achievements as CIO of the Commonwealth and leading the partnership transformation effort.

Approval of the Minutes

Mr. Stewart introduced the draft meeting minutes from November 9, 2005. Mark Willis moved to accept the minutes as written. The motion was seconded by Dave Burhop and approved unanimously by the Council. The meeting minutes will be posted to the COTS Web site and the Commonwealth Calendar.

IT Infrastructure Partnership Update

VITA Director of Service Management Organization Fred Duball provided an update on Transformation and the Infrastructure partnership with Northrop Grumman. Highlights of his presentation are:

- The partnership will provide $270 million capital investment and job creation; excellent employment packages for in-scope VITA employees; extensive and proactive technology refresh; new, state-of-the-art facilities in Chesterfield and Russell Counties; an innovative service contract model; and a reliable and agile 21st century infrastructure.

- The partnership is in the interim phase, where the partners are actively planning for a July 1 service commencement date, when Northrop Grumman assumes technical responsibility for current operations, and planning for the transformation projects.

- The program is organized by six task force teams, including human resources, commercial management, service delivery management, agency performance management, change management and communications, and transition and transformation (program management office).

- The partnership is also aligned around four "vital few" activities during the interim and start-up planning phases, including employee transition, current operations, critical milestones and financial readiness.

- The partnership faces several organizational and individual change management challenges, including managing expectations, delivering the promise, transitioning respectfully and managing the volume and complexity.

- The partnership benefits VITA employees with career and professional development opportunities; it benefits Northrop Grumman with expansion and support capabilities for east coast operations; it benefits citizens with job creation and efficient delivery of government services; and it benefits state government with consistent, innovative technology at predictable costs and significant investment into the infrastructure.

Mr. Stewart said everything that comes out of the partnership will be a shared service and made available to localities and higher education to leverage the infrastructure and purchasing power. He discussed efforts among the Wireless E-911 Services Board, emergency service providers and higher education to create a statewide emergency network over the next three years. Improved connectivity will help with emergency response, support homeland security, assist with information-sharing across jurisdictions, and provide redundancy and back-up through a shared emergency services model.

In response to questions from Mr. Burhop, Mr. Duball said there are no operational or financial targets associated with the number of employees who accept the Northrop Grumman job offer or remain VITA employees. Offering the choice is a positive thing, even though it does introduce complexity in the form of matrix management. Mr. Stewart said the program will work, no matter what number of employees transition.

Enterprise Applications PPEA Update

Deputy Secretary of Technology Tim Bass provided an update on the Enterprise Applications (EA) PPEA. Highlights of the EA PPEA initiative are:

- The EA PPEA is focused on re-engineering and re-solutioning various business processes in the state. Ultimately, core processes used by many agencies are within the scope of the EA project.

- The General Assembly did not fully fund the program. The request for about $30 million was reduced to about $15 million. The business case shows the Commonwealth spends about $441 million annually on 250 separate systems, which is probably 20 to 30 percent too high.

- The team is talking with legislators, committees, the IT Investment Board and the Council on Virginia's Future to build support and inform them of the business case for business process reengineering.

- The EA Advisory Team and the Office of the Secretary of Technology are reconvening to re-size the EA effort and restructure based on the projected General Assembly appropriation. The goal is to retain the enterprise nature, review the benefits and cost recovery pieces and look at scope and pace.

- Resizing and restructuring discussions with CGI-AMS begin next week.

Secretary Chopra said the General Assembly expressed long-term interest in the project. The team is working to develop a cross-cutting methodology that is independent of political will and change. Early indications suggest we have something innovative to move forward. He expressed interest in involving COTS member in the solution.

In response to a question from Mr. Burhop, Mr. Bass said that no specific area has been determined as the focus among the administrative systems in finance, administration, supply chain and HR. The resizing and restructuring effort needs to be completed first before the change in focus can be determined.

COTS Year In Review Report-Out

Farley Beaton said the Workgroup chairs met in mid-January to focus on COTS and the Workgroups and discuss what has worked and where things could be improved. The next step is to move into a planning effort to span the next 18 months of activities.

At the Council level, the positive items are good peer networking, limited influence on COVITS, and receiving input and information from the CIO and VITA. Reintroducing the Governor's Technology Awards was a highlights, as well as presentations to the full COTS to broaden horizons.

Areas for improvement at the Council level are providing more feedback to the CIO and VITA and articulating what is needed from VITA for effective interaction. More networking opportunities would be an advantage, and sharing information with colleagues and sister agencies. There was some discussion whether there is more affinity among secretariats or by agency size.

At the Workgroup level, the Workgroups that were most successful had short-term expectations of deliverables and timeframes, and clear goals. Advisory groups are more effective than "doing" groups, and provided good information-sharing opportunities with peers. Improvements include more COTS member participation in the Workgroups, chartering Workgroups with clear goals and deliverables and anticipated time commitments.

The Workgroups need to make sure all stakeholders are engaged and that there is a clear handoff back to VITA or the organization responsible for implementation.

Mr. Beaton said the members also talked about engaging business leaders in COTS, not just technologists, and hosting focus groups of customers to bounce off ideas and initiatives. There is interest in cultivating more involvement with local government and facilitating change related to the IT Infrastructure Partnership.

Mark Willis said that two-communications is important. The Higher Education CIOs have a regular meeting to share information that comes out of COTS. He agreed the linkage with business owners is important.

Discussion of 2006 Work Plan and Calendar

VITA Director of Strategic Management Services Jerry Simonoff facilitated discussion and planning for 2006. The resulting Workgroups and charges are:

Single Pipeline
The Workgroup is focused on data-sharing issues and opportunities between state and local governments to facilitate better citizen services and a more "event oriented" approach to government services vs. the traditional "transaction oriented" approach. The Workgroup is specifically looking to understand the current context of state and local government data-sharing, identify opportunities for improvement, and showcase working models.

Designated Chair: Dania Karloff, IT Director, City of Chesapeake
(757) 382-6391
dkarloff@mail.city.chesapeake.va.us

Identification & Access
The mission of the Identification & Access Workgroup is to explore creating a unique and consistent identification of customers that is usable in all public transactions, and protects privacy and security while increasing accessibility to government services. The Workgroup will research potential methodologies and options and provide recommendations to COTS.

Designated Chair: Dave Burhop, Assistant Commissioner & CIO, Department of Motor Vehicles
(804) 367-0672
Dave.burhop@dmv.virginia.gov

Mobile Workforce
The Workgroup will identify best practices to support Virginia's telecommuting/mobile workforce policies and practices. The Workgroup will look within and outside of state government for success stories, common pitfalls and impediments, and technology implications, as well as options for home-based and workcenter-based telecommuting.

Designated Chair: Farley Beaton, Chief Technology & Security Officer, Virginia Retirement System
(804) 344-3175
fbeaton@vrs.state.va.us

New Business & Public Comment

Mr. Stewart introduced Jana Jackson from COVITS 2006. She described the extensive stakeholder process to gather input and feedback for the COVITS program design for 2006. Margo Dunn is the Executive Director, and the team is working to infuse more technology and Virginia government focus into the program. COVITS 2006 will be held in Roanoke September 10 -12.

Mr. Stewart asked if any Council members had new business to bring to the Council. There was no new business. Mr. Stewart asked for public comment. There was none.

Adjournment

There being no further business, Mr. Stewart adjourned the meeting at 4:17 p.m.